

From: ah297@leicester.ac.uk  
To: kgalalae@hotmail.com  
CC: ah297@leicester.ac.uk  
Date: Wed, 20 Jan 2010 08:22:19 +0000  
Subject: RE: appeal for fee refund

Dear Mr Galalae, here is a link to our complaints and appeals policy, <http://www.le.ac.uk/academic/registry/AppealsComplaints/Complaints.pdf> which is also available on our website.

Your complaint is now at the formal complaint stage and you can expect a formal response from Prof Murphy ('the senior officer') within 28 days of our receipt of your email (4 January), which would normally be before Monday 4 February so far as this is practicable. I am aiming to have a response to you by then, but if this does not prove to be possible, I will write in advance of the deadline to tell you when you can expect the response.

As you will see from the procedure, if you are not satisfied with the response from Prof Murphy, you may submit an appeal in writing to the Academic Registrar. If you are not satisfied with the outcome of that Appeal, you have the right of appeal to the Office of the Independent Adjudicator, but the OIA only considers cases after they have been fully considered by a university's internal procedures.

I hope this is helpful.

Best wishes

Anne.

Anne Hall

Director of Administration, College of Social Science

Room 416 Attenborough Building

University of Leicester

LE1 7RH

T 0116 252 2743

M 07768 357134

E [anne.hall@le.ac.uk](mailto:anne.hall@le.ac.uk)

PA Denise Challinor ([dc188@le.ac.uk/3875](mailto:dc188@le.ac.uk/3875))

**From:** kevin galalae [<mailto:kgalalae@hotmail.com>]

**Sent:** 19 January 2010 18:21

**To:** [ah297@leicester.ac.uk](mailto:ah297@leicester.ac.uk)

**Subject:** RE: appeal for fee refund

Dear Mrs. Hall,

Two weeks have passed since I sent my appeal for fee refund to Professor Murphy, nearly a month and a half since I addressed my appeal to Professor Phythian, and nearly two months since I first requested a refund from Dr. Rofo. Despite this, I am still waiting for a satisfactory solution.

Given the above, I would like to know how long it will be until I receive something concrete. Can you also please let me know at what point it would be appropriate for me to direct my appeal to the office of the Independent Adjudicator?

I look forward to hearing from you.

Sincerely,

Kevin Galalae

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From: [ah297@leicester.ac.uk](mailto:ah297@leicester.ac.uk)

To: [kgalalae@hotmail.com](mailto:kgalalae@hotmail.com)

Date: Wed, 13 Jan 2010 09:01:51 +0000

Subject: FW: appeal for fee refund

Dear Mr Galalae

This is to formally acknowledge receipt of your complaint by the Social Science College Office. I will contact you again shortly to advise how your complaint will be dealt with.

Best wishes.

Anne Hall

Director of Administration, College of Social Science

Room 416 Attenborough Building

University of Leicester

LE1 7RH

T 0116 252 2743

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E [anne.hall@le.ac.uk](mailto:anne.hall@le.ac.uk)

PA Denise Challinor ([dc188@le.ac.uk/3875](mailto:dc188@le.ac.uk/3875))

**From:** Murphy, Elizabeth (Prof.)

**Sent:** 12 January 2010 16:45

**To:** Hall, Anne

**Subject:** FW: appeal for fee refund

Dear Anne

This is the complaint I mentioned to you – could you advise on the appropriate procedure for addressing this and also acknowledge receipt?

Thanks

Elizabeth

Professor Elizabeth Murphy

Pro-Vice-Chancellor and Head of the College of Social Science

University of Leicester

Attenborough Building

Room 414

University Road

Leicester

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UK

T +44(0)116 2522817

F +44 (0)116 2525073

E [elizabeth.murphy@le.ac.uk](mailto:elizabeth.murphy@le.ac.uk)

**From:** kevin galalae [mailto:[kgalalae@hotmail.com](mailto:kgalalae@hotmail.com)]  
**Sent:** 04 January 2010 17:24  
**To:** elizabeth.murphy@leicester.ac.uk  
**Subject:** appeal for fee refund

Dear Professor Murphy,

Following Professor Phythian's advice, I am directing my appeal for fee reimbursement to you, in line with Leicester university's protocol. To aid you in making a decision, I am attaching a formal student complaint form and an additional file that lays out the case in some detail. Should you need to contact me for further information, please do not hesitate to do so either in writing, at [kgalalae@hotmail.com](mailto:kgalalae@hotmail.com), or on the phone, at (613) 888-8268.

This has become a very important issue for me and I intend to pursue it until justice is done. I hope that you will treat it with the seriousness that it deserves and that you will come to a fair and just conclusion.

I look forward to hearing from you.

Sincerely,

Kevin Galalae